

1 FEMALE SPEAKER: Okay. Extension 8440.

2 MALE SPEAKER: Hold on one moment, please. Let me  
3 try to transfer you.

4 FEMALE SPEAKER: Okay.

5 (End of call)

6 MALE SPEAKER: Accounts of receivable. This is  
7 Keith. Can I help you?

8 MR. BUCKNER: Is Gordon available, please?

9 MALE SPEAKER: Hold on one moment. I'll try to  
10 transfer you.

11 (Pause)

12 MALE SPEAKER: Okay, sir. He is here. He is  
13 currently on another line. Can I help you?

14 MR. BUCKNER: Can I hold, please? I'd like to  
15 speak with him about my long distance that has not been  
16 turned on yet after he said it would be last week.

17 MALE SPEAKER: Okay. Can I ask who is calling?

18 MR. BUCKNER: This is Alvin Buckner (phonetic).

19 MALE SPEAKER: Alvin Buckner?

20 MR. BUCKNER: Uh-huh.

21 MALE SPEAKER: All right. I'm going to put you on  
22 hold about a minute or so. I'm going to walk over there and  
23 tell him you're holding, okay?

24 MR. BUCKNER: Thanks.

25 MALE SPEAKER: Thanks. Hold on.

1 (Pause)

2 MR. BUCKNER: Yes.

3 MALE SPEAKER: Yeah. He said he is going to be  
4 quite a while. Do you want to call back, or do you want him  
5 to call you back?

6 MR. BUCKNER: Have him call me back, please.

7 MALE SPEAKER: What is your phone number?

8 MR. BUCKNER: 916-362-1717.

9 MALE SPEAKER: Two-one-six?

10 MR. BUCKNER: Three-six-two --

11 MALE SPEAKER: Seventeen-seventeen. Okay. So  
12 you're in Ohio.

13 MR. BUCKNER: No. I'm 916.

14 MALE SPEAKER: Nine-one-six. Sounds more like  
15 California maybe, huh? Okay. I wasn't sure of that first  
16 digit. Okay. Yeah, he said it was going to be awhile, so  
17 it will probably be best this way. I'll ask him to call you  
18 back.

19 MR. BUCKNER: Okay.

20 MALE SPEAKER: Thanks.

21 (End of call)

22 FEMALE SPEAKER: (Inaudible.)

23 MALE SPEAKER: Yeah. Is Robin there?

24 FEMALE SPEAKER: This is her.

25 MALE SPEAKER: Yeah, Robin. It's Keith calling

1 from NOS.

2 FEMALE SPEAKER: Hi.

3 MALE SPEAKER: Hi. I just wanted to make sure you  
4 got that fax.

5 FEMALE SPEAKER: Let me see. Nope.

6 MALE SPEAKER: No?

7 FEMALE SPEAKER: Nope. I didn't get a fax. Now I  
8 have faxes coming in.

9 MALE SPEAKER: Okay.

10 FEMALE SPEAKER: But all I got was some UPS  
11 documents and stuff. And my fax is working.

12 MALE SPEAKER: Okay. But you didn't get the one I  
13 tried to send you.

14 FEMALE SPEAKER: Uh-uh. I don't think. Let me  
15 look through all these UPSs.

16 MALE SPEAKER: Yeah, just in case.

17 FEMALE SPEAKER: Nope. They're all UPS documents.

18 MALE SPEAKER: Okay. All right. Let me go up  
19 and --

20 FEMALE SPEAKER: Try it again.

21 MALE SPEAKER: Yeah. Let me follow up with admin  
22 and see what is going on.

23 FEMALE SPEAKER: Okay.

24 MALE SPEAKER: Thank you.

25 FEMALE SPEAKER: Uh-huh.

1 (End of call)

2 FEMALE SPEAKER: Dairy Partners.

3 MALE SPEAKER: Yeah. Is Harriet there, please?

4 FEMALE SPEAKER: This is she.

5 MALE SPEAKER: Yeah, Harriet. It's Keith calling  
6 from NOS.

7 FEMALE SPEAKER: Oh, yeah.

8 MALE SPEAKER: Yeah. How are you doing?

9 FEMALE SPEAKER: I'm okay.

10 MALE SPEAKER: The last time I talked to you, you  
11 had another company name. Yeah. How is it going.

12 FEMALE SPEAKER: Well, okay.

13 MALE SPEAKER: Good.

14 FEMALE SPEAKER: Why do I -- I show that I have a  
15 zero balance with you.

16 MALE SPEAKER: Well, we did get your payment in  
17 since that notice went out. I'm showing, though, that there  
18 is a left-over of -- it looks like \$66.70.

19 FEMALE SPEAKER: What in the world is that for?

20 MALE SPEAKER: I don't know. I try tracking it a  
21 little differently, 334.69 and -- okay. That one doesn't  
22 match. I think that's the one. Let's go back, 352.76, and  
23 that one does match. Okay. There was an invoice for  
24 334.69, and you paid 267.24.

25 FEMALE SPEAKER: Why did I do that?

1 MALE SPEAKER: *I don't know.*

2 FEMALE SPEAKER: That doesn't make any sense, does  
3 it?

4 MALE SPEAKER: No, unless you had picked up like a  
5 whole new long distance portion, which happens occasionally,  
6 you know, before it subtotals everything. Yeah, it comes up  
7 with like \$67.45 for a leftover. That sounds about right to  
8 me.

9 FEMALE SPEAKER: Well, okay. I'll just have to  
10 get it entered in here and just go on and send you a check  
11 for it.

12 MALE SPEAKER: Okay. Or, I mean, you can wait for  
13 your next invoice. It will show that amount left over as  
14 past due.

15 FEMALE SPEAKER: I won't have another invoice.

16 MALE SPEAKER: You won't have another one?

17 FEMALE SPEAKER: They would have changed it.  
18 We're now Dairy Partners. White's Dairy Supply will not  
19 have another invoice.

20 MALE SPEAKER: Oh, okay.

21 FEMALE SPEAKER: See what I'm saying?

22 MALE SPEAKER: Oh, and it just changed. So --

23 FEMALE SPEAKER: Is that -- you are talking about  
24 White's Dairy Supply.

25 MALE SPEAKER: Well, let me look. Let me see who

1 that invoice was addressed to that was short paid. I think  
2 so. Yes, yes. This was for a White's Dairy Supply invoice.

3 FEMALE SPEAKER: Okay. So then when I pay this,  
4 then what do I -- how do I need to do this, just say in re  
5 that number up there?

6 MALE SPEAKER: Yeah, the account number, and send  
7 in 67.45 for short pay on April invoice, is what it boils  
8 down to.

9 FEMALE SPEAKER: On April invoice.

10 MALE SPEAKER: Yeah.

11 FEMALE SPEAKER: Okay. Does it need to come to  
12 your attention?

13 MALE SPEAKER: No, no. That's fine. Just send it  
14 in. Send it in, and you'll be fine. You might get one more  
15 late notice because of it. But yeah, just send it in to the  
16 regular payment place, and that will work.

17 FEMALE SPEAKER: All right.

18 MALE SPEAKER: Okay?

19 FEMALE SPEAKER: Thank you.

20 MALE SPEAKER: All right. Thanks, Harriet. You  
21 just sit and work there, right? Never mind.

22 (End of call)

23 MALE SPEAKER: Thank you for calling Tomeware  
24 (phonetic) Enterprises. If you know your party's extension,  
25 enter it now. If you wish to bypass this operating message,

1 please press the pound key, and it will take you directly to  
2 our message center. If calling for Keith, press one now.

3           MALE SPEAKER: Hi. This is Keith. Thanks for  
4 calling. Sorry I can't take your call personally right now,  
5 but I'm probably on the phone. So at the sound of the tone,  
6 leave your name and number. I'll get back with you just as  
7 soon as possible, and please don't forget to leave your area  
8 code. Thanks again for calling, and have a great day.

9           MALE SPEAKER: Yeah, Keith. This is Keith calling  
10 back from NOS Communications. The phone number here is 888-  
11 461-3464, extension 8877. I got your message in regards to  
12 trying to get a vanity 800 or 888 or 877 number to go with  
13 your fax, as you did with your regular incoming line. The  
14 sales guy was right about me being able to do a lot of  
15 different things. I'm really good at following up on  
16 things, and there is quite a few things I can do. But  
17 unfortunately, he steered you in my direction on this one,  
18 and that is just not my specialty. I don't have access to  
19 the available numbers or the ability to see if one is  
20 available.

21           That has to be done through our customer care  
22 department. Their phone number is 888-570-4667. And pretty  
23 much any one of the people who answer that can help you with  
24 that. I do apologize. I can't help you with what you were  
25 hoping there. But it's just not my forte, and they're much

1 better equipped to handle something like that. And follow  
2 up and do it because sometimes it takes three days before  
3 you'll get an answer back to find out whether or not that  
4 number is going to be available.

5           So if you would, get in touch with them. If you  
6 have got any other questions, give me a call back. And  
7 always, anything you need help with, give me a call. If I  
8 can't do it, I'll at least steer you in the right direction,  
9 like I did this time. Have a good one, sir. Again, it's  
10 Keith at NOS, 888-461-3464. This message is for Keith  
11 Morrison. Thanks. Bye.

12           (End of call)

13           MALE SPEAKER: -- calling accounts receivable.  
14 This is Keith. Can I help you?

15           FEMALE SPEAKER: Yeah, hi. This is Sandy at  
16 Occupational Safety and Health Control Center.

17           MALE SPEAKER: Uh-huh.

18           FEMALE SPEAKER: I'm calling about our accounts.  
19 We no longer have services (inaudible). I guess it's a past  
20 due amount, unfortunately. We're sending the check, but I  
21 have to wait until my boss comes in to sign in.

22           MALE SPEAKER: Okay.

23           FEMALE SPEAKER: And I think he should be in the  
24 office Friday, I believe.

25           MALE SPEAKER: Okay. Do you know your account



1 number at all offhand?

2 FEMALE SPEAKER: Yeah. It's 700007 --

3 MALE SPEAKER: There should be four more numbers.

4 FEMALE SPEAKER: Yeah, 4587.

5 MALE SPEAKER: Four-five-eight-seven. There you  
6 go. It's under OS&HC. I'm glad I didn't try to find it by  
7 the description. Could have been there forever.

8 FEMALE SPEAKER: We owe 185.05, I believe.

9 MALE SPEAKER: I'm waiting for it to pull it up  
10 here. Come on, computer. Come on. There it goes. Yeah,  
11 185.07.

12 FEMALE SPEAKER: That check will go out as soon as  
13 he comes in the office (inaudible). It works out  
14 (inaudible) I believe on Friday.

15 MALE SPEAKER: Okay. No way to get any sooner,  
16 huh?

17 FEMALE SPEAKER: No.

18 MALE SPEAKER: Today was the final day. We were  
19 shooting for getting it in here today. But it doesn't look  
20 like that's going to happen, huh?

21 FEMALE SPEAKER: No, sorry.

22 MALE SPEAKER: No, not a problem. I will note it  
23 on the account that payment in full will go out on Friday.

24 FEMALE SPEAKER: Okay.

25 MALE SPEAKER: Okay?

1 FEMALE SPEAKER: Thank you much.

2 MALE SPEAKER: Thanks for calling in, Sandy. Bye-  
3 bye.

4 (End of call)

5 MALE SPEAKER: Accounts receivable. This is  
6 Keith. Can I help you?

7 MR. MOUZAKIS: Keith, my name is George Mouzakis.  
8 I'm returning a call from a Bob Faulkner (phonetic). He  
9 got a hold of me. He called here about 5 o'clock our time  
10 yesterday, and then (inaudible) this morning.

11 MALE SPEAKER: And your name again?

12 MR. MOUZAKIS: My name is George, M-O-U-Z-A-K-I-S,  
13 and I'm calling from 813-531 --

14 MALE SPEAKER: Hold on. Let me see if I can catch  
15 him.

16 MR. MOUZAKIS: Sure. Thanks a lot.

17 MALE SPEAKER: Okay. Hold on.

18 (Pause)

19 MR. MOUZAKIS: Yes?

20 MALE SPEAKER: He is on his way out. He asked if  
21 I could just transfer you into his voice mail and he'll call  
22 you back.

23 MR. MOUZAKIS: Sure. That's okay.

24 MALE SPEAKER: Okay. Hold on. I'll transfer you  
25 right in, okay?

1 MR. MOUZAKIS: Uh-huh.  
2 MALE SPEAKER: Thanks.  
3 (End of call)  
4 MALE SPEAKER: This is Keith. Can I help you?  
5 MS. KLIMA: Yes. My name is Carol Klima. I was  
6 speaking to Heather earlier today.  
7 MALE SPEAKER: Uh-huh.  
8 MS. KLIMA: And she faxed me an authorization form  
9 for a credit card.  
10 MALE SPEAKER: Okay.  
11 MS. KLIMA: When I called her back, the credit  
12 card -- she tried to get it to register, and it wouldn't  
13 register. Anyway, I think I found out the problem. Do you  
14 want to see if it works?  
15 MALE SPEAKER: Okay. And your name again?  
16 MS. KLIMA: It's Carol Klima, K-L-I-M-A.  
17 MALE SPEAKER: Okay. Hold on here. Let me get to  
18 -- do you know your account number?  
19 MS. KLIMA: No, I don't.  
20 MALE SPEAKER: Phone number?  
21 MS. KLIMA: 230-325-9285.  
22 MALE SPEAKER: Okay. Hold on here. What is the  
23 card number?  
24 MS. KLIMA: Four-six-seven-eight.  
25 MALE SPEAKER: Okay, 4678.

1 MS. KLIMA: Oh-five-eight-five, four-oh-oh-three.  
2 MALE SPEAKER: Expiration date?  
3 MS. KLIMA: 6/99.  
4 MALE SPEAKER: And the name on the card?  
5 MS. KLIMA: Mine.  
6 MALE SPEAKER: Carol Klima?  
7 MS. KLIMA: Uh-huh.  
8 MALE SPEAKER: And the amount you're paying?  
9 MS. KLIMA: Two hundred.  
10 MALE SPEAKER: Two hundred even?  
11 MS. KLIMA: Yeah.  
12 MALE SPEAKER: Well, this one appears to work,  
13 Carol.  
14 MS. KLIMA: Okay, great.  
15 MALE SPEAKER: All right. I will go ahead and put  
16 this transaction through. Can I fax you an authorization  
17 form?  
18 MS. KLIMA: I have one.  
19 MALE SPEAKER: Oh, they already faxed you one?  
20 MS. KLIMA: Yeah.  
21 MALE SPEAKER: If you'll sign it and fax it back  
22 then.  
23 MS. KLIMA: Okay.  
24 MALE SPEAKER: Okay?  
25 MS. KLIMA: All right.

1 people.

2 FEMALE SPEAKER: And you said you had already sent  
3 a memo to Greg (inaudible) on this?

4 MALE SPEAKER: Yes, I did.

5 FEMALE SPEAKER: So the only thing I can do is go  
6 ahead and get with Bob --

7 (Whereupon, the tape concluded.)

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# Attachment

## H

DOCKET NO. 03-96

ATTACHMENT H

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

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1 CASSETTE

# Attachment

I



# TRANSCRIPT OF PROCEEDINGS

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QUANTUM LINK COMMUNICATIONS )

Live Tape

(The following transcript was transcribed from an audio cassette tape provided by Federal Communications Commission to Heritage Reporting Corporation on May 2, 2003.)

Pages: 1 through 69

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## HERITAGE REPORTING CORPORATION

*Official Reporters*  
1220 L Street, N.W., Suite 600  
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(202) 628-4888  
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# TRANSCRIPT OF PROCEEDINGS

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Date: May 2, 2003

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## FEDERAL COMMUNICATION COMMISSION

QUANTUM LINK COMMUNICATIONS )

Live Tape

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Heritage Reporting Corporation  
(202) 628-4888

1                    P R O C E E D I N G S

2                    JULIE: Good morning, Nelson Engineering.

3                    MARSHA GIBBS: Yes, hi. Could I speak to Julie,  
4 please?

5                    JULIE: This is Julie.

6                    MARSHA GIBBS: Hi, Julie. This is Marsha Gibbs.  
7 I'm calling from Quantum Link Communications. I'm Greg  
8 Stewart's directing manager. I have to let you know calls  
9 are monitored for quality assurance purposes.

10                   I wanted to call you myself. I know that he spoke  
11 to you several times before we go proceeding to shut the  
12 lines down, and let you know that the lines are still  
13 billing here, with our company.

14                   The company that you switched to have not switched  
15 the services over yet. No fault to them. It's probably  
16 that we got our alert a little bit too soon before they  
17 could actually complete it. So, we're still billing you  
18 unfortunately on most of the lines with your local and your  
19 long distance.

20                   Then so the thing of it is, is that if I go in  
21 there -- because the lines are still physically PIC'd to us,  
22 we're still physically your carrier, even though you know  
23 you've been out of the door from like a long time ago.

24                   Basically we are still carrying the traffic so we  
25 can't take anything back from them, because it's still here.

1 That's the principle why we need the letter of  
2 authorization for the interim period only, until this  
3 company can come in and pick you up.

4 Therefore, you have a smooth transition from one  
5 company to another and you don't have to worry about a  
6 disruption. I asked him if he even had a chance to talk to  
7 you, because we asked you to attach an explicit addendum  
8 with it stating exactly that it's for a short period of  
9 time.

10 JULIE: I didn't see that.

11 MARSHA GIBBS: Yes. I don't think he got a chance  
12 to tell you, but I wanted to talk to you about it myself so  
13 that you feel more comfortable with this, because I wanted  
14 to "inaudible" for what caused you to leave us in the first  
15 place, even though it's like out of my department.

16 The last thing we want to do, even though this is  
17 not our fault at this point, is have you lose service, and  
18 then that's a complete bad light that shines on our company.

19 JULIE: There shouldn't be any reason we should  
20 leave service -- should lose service.

21 MARSHA GIBBS: The reason is because you signed a  
22 letter of agency with this other company. Our company, we  
23 don't have authorization to carry the traffic anymore. Even  
24 though the lines are still physically billing here with us,  
25 we don't have permission to carry it.

1 JULIE: I've never had a problem like that before.

2 When I switched from someone else to you guys, I --

3 MARSHA GIBBS: You know why?

4 JULIE: -- sign anything --

5 MARSHA GIBBS: You know why? Because here  
6 recently with all the FCC mandates and because of all the  
7 slamming that's going on, any company -- even if -- you know  
8 because our company is not told to do that. So, in essence  
9 we couldn't carry the traffic for 15 minutes, Julie, without  
10 authorization. We're chancing it right now, because I  
11 wanted to have an opportunity to call you this morning. I  
12 was in meetings when he spoke to you. So you know I --

13 JULIE: This does not say anything --

14 MARSHA GIBBS: Right.

15 JULIE: -- that --

16 MARSHA GIBBS: Let me tell you why: Because it's  
17 our standard letter of agency. Every company that's  
18 doing -- that has things approved with the FCC has one  
19 standard of letter of agency on file. That's ours. So in  
20 essence, what we wanted you to do, because it is our  
21 standard letter of agency -- as you know with our company we  
22 don't have contracts, terms, plans, or agreements so you're  
23 in control of this situation. As soon as that company comes  
24 in with the information you provided for them, and they take  
25 your services from us, all your ties will be severed.

1           This is what I want you to do. I would put on the  
2 form see attached addendum letter, and on the addendum  
3 letter, if you can grab it I'll tell you exactly what to  
4 write, because you have to state the company that you're  
5 switching to, that it's only for a short period of time  
6 until they can pick it up, that's filed with it. This call  
7 is monitored in its entirety. Every call that you've had  
8 with our company --

9           JULIE: -- recording it, I'm not. So, I can't  
10 just approve anything.

11           MARSHA GIBBS: You put see attached addendum, and  
12 then you put the addendum letter with it. I'm telling you  
13 that's what we need in order to keep the services up and  
14 running until this company can get you switched. As soon as  
15 they come in and switch your services out, your ties will be  
16 severed from our company.

17           JULIE: I called the Public Utilities Commission  
18 and they said I don't have to sign anything like this, and  
19 they don't know where you guys are coming up with this.

20           MARSHA GIBBS: Well, I don't know who you talked  
21 to within that company there, but I hope you understand  
22 being in business yourself, you're losing our company, and I  
23 think our company can show some kind of integrity here that  
24 we're at least trying to call you to let you know that the  
25 company did not pick you up, and we can help you, if you

1 want us to. Do you see what I'm saying? So, I don't see  
2 where the harm would be in that.

3           You know we're not trying to -- because normally  
4 this is our cancel departments. Operations cancel. What we  
5 do is we'll see an account in the system and basically just  
6 cancel the shell out in the system. You know, unless it's  
7 red flagged to a manager's office, if it has traffic.

8           So, you know the thing of it is, you're kind of  
9 like in a -- between a rock and a hard place, because you're  
10 very -- you know you want to leave our company basically.  
11 You have a bad taste in your mouth about our company, yet we  
12 still -- you're still here. The company that you switched  
13 to have not picked you up yet. Okay?

14           That's not our fault, even though you know what  
15 caused you to leave is. So, we're calling you out of  
16 courtesy just to ask you if you wanted us to carry it in the  
17 interim period until they could pick you up, whether it's  
18 one day, whether it's two days, whatever their time line is.

19           You know you have not heard me say not one bad thing about  
20 the company, because I'm sure it's a good company that  
21 you're switching to. You see what I'm saying?

22           I'm just telling you what we need to do in order  
23 to help you on this end. Otherwise, it will cause a  
24 disruption to everything that you have, and with us carrying  
25 the local tone right now, and I don't know who advised you



1 of that when you called that facility, because if you're  
2 still picked here for us for local, you're still PIC'd here  
3 for long distance. They have not even requested it yet, but  
4 we have a disconnect order. You know the thing of it is --

5 JULIE: You have a disconnect order from who?

6 MARSHA GIBBS: We have it from -- it comes in our  
7 company internally within the local company within your  
8 area. So in essence, we knew that you were switching  
9 vendors when he called you.

10 JULIE: Right.

11 MARSHA GIBBS: We just didn't have a request from  
12 the company yet, and then he found out from you it was  
13 actually QWest. We looked at the situation, you know  
14 investigated it a little further, and that was who it is  
15 that you're switching to.

16 QWest is a good company. The thing of it is, is  
17 that we probably got our alert a little bit too soon before  
18 they could actually complete it. So, you know my issue at  
19 hand is that I wanted to call you myself, tell you the  
20 situation of what's going on, you know and the detriment. I  
21 did go to my director, which is the VP of this company, and  
22 I did tell him I need to talk to her first before we proceed  
23 in anything, because the lines are still billing here with  
24 us.

25 So if you want to attach the addendum letter,